



investing in human dignity
"Investing in human dignity, one individual at a time"
Serving people since 1972

Volunteer Information (Please print)

Name: _____ Date: _____

Address: _____

Home Phone: _____ Cell Phone: _____

Emergency Contact / Relationship: _____

(1) Phone # _____ (2) Phone # _____

How did you learn about volunteer opportunities at Needs, Inc.? _____

Have you performed volunteer work at any other nonprofit? Yes No

Briefly explain why you want to volunteer at Needs, Inc.: _____

What type of work would you like to do at Needs, Inc.? *(Please circle up to 3 choices)*

Sorting/Donation Area

Shopping Center

Service Center

Clerical/Office

Janitorial Services

Building Maintenance

Pantry

Warehouse

Special Events

Other: _____

Signature of Volunteer

Date

Signature of Parent or Guardian
(if volunteer is under 18 years of age)

Date



Needs inc.
investing in human dignity
Principles of Conduct
(Rev. April 2018)

I believe that I have an obligation to my work, to those who direct it, to my colleagues, and to those to whom I provide services.

By signing a copy of these Principles of Conduct, I affirm that:

- I realize that I am subject to a code of conduct. I assume certain responsibilities, and will account for what I do in terms of Needs, Inc.'s mission and policies.
- I will hold confidential matters in trust. Upon termination of my position, I will continue to maintain client and co-worker confidentiality, and I will hold as confidential, any information I obtain concerning Needs, Inc. or its staff.
- I promise to bring to my work an attitude of open-mindedness, accept training as needed, and to bring interest and attention to my service.
- I am committed to contributing all that I can to help the clients of Needs, Inc. improve their conditions of well-being.
- I will not discriminate against, or refuse services to, anyone on the basis of race, color, creed, age, sex, religion, disability or nationality.
- I believe that my attitude toward my work should be courteous and respectful to all people I encounter.
- Swearing and cursing, in all their forms, are not permitted on the premises.
- Consumption of alcohol or any illegal substances, in all their forms, is not permitted on the premises.
- Smoking is not permitted in the building or Needs, Inc. vehicles at any time. Smoke only in designated area outside.
- If I know that a colleague has violated agency conduct principles, I will bring this matter to my colleague's attention. If this fails to resolve the situation, I will report the activity to my supervisor.
- I will accurately represent my education, training, experience, and competencies as they relate to my staff or volunteer position.
- I will continually assess my personal strengths, limitations, biases and effectiveness.
- I will seek assistance for any problem that impairs my performance.
- I will promptly report any incident with clients or work related injury to my supervisor.

**I accept these Principles of Conduct and agree to follow them diligently.
I understand that violation of this code may be grounds for disciplinary action
and/or termination of my employment or volunteer status.**

The language used in this document is not intended to create, nor is it to be construed as constituting a contract between Needs, Inc. and any one or all of its employees or volunteers.

Employee / Volunteer Signature

Date

Executive Director Signature

Date



Use of Services Policy (Rev. and Effective –April 1, 2018)

By signing a copy of this Use of Services Policy, I affirm that I understand and agree to abide by the following policies:

Policy Significance: Needs, Inc. is a non-profit agency dedicated to assisting the no/low to moderate income residents of Laramie County in meeting their basic needs. All donations, whether food, financial or material, should be held to the highest standards of agency accountability. The Board of Directors and Administration acknowledges that many employees and volunteers qualify for the services provided by Needs, Inc. but should not receive special dispensation because of their employee or volunteer status.

I. FOOD SERVICES:

Eligibility: Food services are exclusively reserved for the use of eligible/enrolled clients. Needs, Inc. employees and volunteers who are eligible and who are enrolled as clients may utilize these services within the same published guidelines that **ALL** eligible clients must follow. Employee and volunteer eligibility will be monitored by the Director.

Documentation: All employees and volunteers who would like to apply to become eligible for food services must provide the Director with **ALL** documentation required of any applicant, as outlined on the Eligibility Requirements sheet, available at the Front Desk.

Instructions:

1. Upon determination of eligibility, you will be assigned a series of days (according to first initial of last name) when you may obtain a food box from the pantry, assembled by another staff member or volunteer. You must follow the assigned schedule.
2. You are also allowed to take one bread and one dessert from the free shelf per day.

II. CLOTHING & HOUSEHOLD GOODS:

Eligibility: These items do not require income eligibility, however, they are still subject to agency management. In order to protect the agency from allegations of misuse of services, employees and volunteers will be held to the highest standards of accountability.

Documentation: All employees and volunteers must fill out an intake form when requesting services, including shopping in the store.

Instructions:

1. In order to put our employees/volunteers on equal ground with our general clients, employees and volunteers **ARE NOT PERMITTED** to shop out of the donation or sorting areas.
THERE ARE NO EXCEPTIONS TO THIS POLICY!
2. **No items** may be reserved/saved (put aside in bins/cubbies) for themselves or anyone else.
THERE ARE NO EXCEPTIONS TO THIS POLICY!
3. Employees and volunteers who wish to shop in the store or claim items from the free shelf must do so during **non-shift hours only**. (For example: an employee or volunteer scheduled to work from 9:00 AM to Noon may come in to shop before their shift begins, or after it ends but NOT DURING their shift. An employee scheduled to work all day may shop during his/her lunch break while OFF the clock, not while on the clock.)
4. Employee/volunteer must enter the main front door (client entrance) to shop from the free shelves, the store, or to request housewares or linens.
5. At this point, you will be treated like any other client. You must fill out intake form and follow all policies that apply to all clients.
6. All merchandise selected must be properly processed (client intake form completed and any other client policies applied) and items must be removed by leaving the building through the front door.



Place items in your vehicle before returning to the building. If you do not have a vehicle, items must be checked in with Director or a Department Supervisor. You will not be allowed to leave your items in the department where you are working. They can be claimed at the end of your shift. If items are found in your work area, they will be returned to the merchandise areas of the building.

III. KITCHEN & PANTRY USE:

Employees and volunteers are invited to use the kitchen facilities for lunch and break times, as long as you clean up after yourself. Expectations for kitchen cleanliness standards will be posted in the kitchen. If these standards are not met and maintained, the kitchen will be closed for a period of time.

REMEMBER: We are a food handling agency, and are subject to unannounced inspections at any time.

Pantry stock is an agency resource for which we are fully accountable. Like all of our resources, pantry items are to be dispersed only in support of our mission - to qualifying/eligible clients –with one exception. *The one exception is:* Any employee or volunteer working more than a four (4) hour shift may request one (1) meal per day from the pantry. If you have not been assigned to work in the pantry, you will be given limited access to the pantry, only long enough to select your meal. You must then return to the kitchen to prepare and consume your meal.

If you are assigned to work in the pantry, you should choose your food, then leave the pantry to prepare and consume your food. Meals should not be eaten in the pantry.

Other than the exception mentioned above, access to the pantry will be limited to employees and/or volunteers who are assigned to work there.

A copy of these signed policies will be kept in your personnel file.
One verbal warning will be issued to anyone violating any of the above policies.
Subsequent violations/misuse of any of the above policies will be grounds for dismissal.

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I have read and understand the policies listed above.

Employee / Volunteer Signature

Date

Executive Director Signature

Date



Confidentiality Acknowledgement

(Rev. April 2018)

By signing a copy of this Confidentiality Acknowledgement, I affirm that:

- I shall respect the privacy concerns of the people we serve, and I shall hold in confidence all information obtained in the course of service provision, whether that information is obtained through written records or personal interaction with the person.
- Therefore, I will not disclose an individual's confidences to anyone except:
 - a.) As mandated by law
 - b.) To prevent a clear and immediate danger to a person or persons
 - c.) Where I am compelled to do so by a court or pursuant to the rules of a court
 - d.) In cooperation with a law enforcement officer
- I shall store or dispose of agency records in ways that maintain confidentiality.
- I shall not remove any confidential documentation, in any form, from the premises.
- I shall possess a professional attitude which upholds confidentiality toward the people we serve, colleagues, applicants and any sensitive situations arising within Needs, Inc.
- ONLY employees and registered volunteers (those who have signed a Confidentiality Acknowledgement) are allowed beyond the Client Reception area.
- I, upon my termination, shall maintain client and co-worker confidentiality, and I shall hold confidential any information about sensitive situations concerning Needs, Inc.
- I understand that violation of this Confidentiality Acknowledgement may be grounds for immediate dismissal.

The language used in this document is not intended to create, nor is it to be construed as constituting a contract between Needs, Inc. and any one or all of its employees or volunteers.

Employee / Volunteer Signature

Date

Executive Director Signature

Date